

# Incumbent Telephone Complaints Received in 2006

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
COMMUNICATIONS	CHINA TELEPHONE COMPANY	3	30%	2	20%	4	40%	1	10%	10	2.9
	COBBOSSEECONTEE TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	COMMUNITY SERVICE TELEPHONE COMPANY	2	13%	5	33%	7	47%	1	7%	15	1.3
	HAMPDEN TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	HARTLAND & ST. ALBANS TELEPHONE COMPANY (TDS)		0%		0%	1	100%		0%	1	0.2
	ISLAND TELEPHONE CO. (TDS)		0%		0%		0%		0%	0	0.0
	LINCOLNVILLE TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	MAINE TELEPHONE COMPANY		0%	5	45%	5	45%	1	9%	11	1.0
	MID MAINE TELECOM	3	60%	1	20%	1	20%		0%	5	0.9
	NORTHLAND TELEPHONE COMPANY OF MAINE	4	24%	4	24%	8	47%	1	6%	17	0.8
	OXFORD TELEPHONE COMPANY		0%	1	100%		0%		0%	1	0.2
	OXFORD WEST TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	PINE TREE TEL AND TEL COMPANY	2	29%	2	29%	3	43%		0%	7	1.1
	SACO RIVER TEL AND TEL COMPANY		0%		0%	1	100%		0%	1	0.1
	SIDNEY TELEPHONE COMPANY		0%	1	100%		0%		0%	1	0.6
	SOMERSET TELEPHONE COMPANY (TDS)	1	33%		0%	1	33%	1	33%	3	0.2
	STANDISH TELEPHONE COMPANY	1	10%	4	40%	4	40%	1	10%	10	1.2
	TIDEWATER TELECOM, INC.		0%		0%	2	100%		0%	2	0.2
	UNION RIVER TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	UNITEL, INC.		0%		0%		0%		0%	0	0.0
	VERIZON NEW ENGLAND, INC. D/B/A VERIZON MAINE	68	40%	44	26%	51	30%	5	3%	168	0.5
	WARREN TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	WEST PENOBSCOT TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
<b>Industry Totals</b>	<b>23</b>	<b>84</b>	<b>33%</b>	<b>69</b>	<b>27%</b>	<b>88</b>	<b>35%</b>	<b>11</b>	<b>4%</b>	<b>252</b>	<b>0.5</b>